Issue Tracking System

User Manual

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MitraStar

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Version	Version Date	Revised By	Description
2.0	2010.01.12	HuiHui Wang	Transfer format
2.1	2010.01.15	HuiHui Wang	Add Chapter 3 "Account Application"
2.2	2010.01.18	HuiHui Wang	Add description in Chapter 1 and update user interface
2.3	2010.02.02	HuiHui Wang	Update screen dump
2.4	2010.09.28	Steven Su	Add Microsoft IE Encoding Setting section
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Reference Documentation

Seq	File Name	Note	Path
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1.   Introduction

Preface

This preface introduces you to the Issue Tracking System and shows you how you can get services and supports via this System.

About the Issue Tracking System

MitraStar Technology provides Issue Tracking System for customer to report technical issues.

Via this platform, MitraStar support engineers take care of each issue reported from customers, keep tracking and co-work with MitraStar internals to solve issues to fulfill customer's expectation.

Customer issue reporter is able to track each issue's status which was reported by himself via this system and also generate report by useful criteria.

Moreover, customer technical manager is able to track all issues' status reported from his engineers.
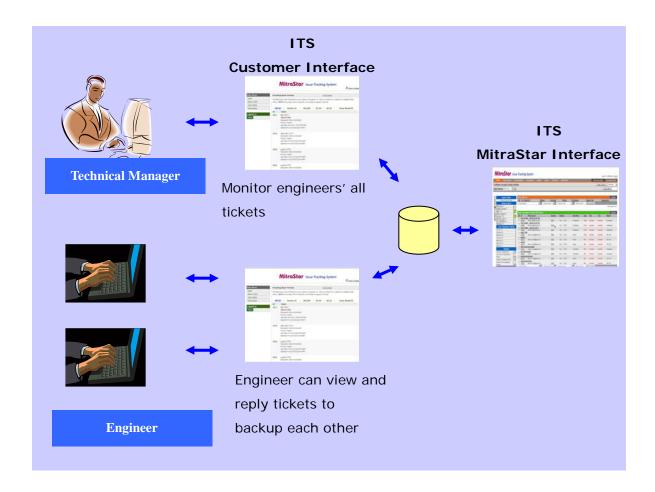
The following chapters will illustrate in detail about the functionalities of Issue Tracking System.

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2. Account Level

There are two Account's Levels "*Tech. Manager*" and "*Engineer*"

The first level lets "Tech. Manager" monitor issues handled by all the engineers in the company.

For engineer level, it is possible to set view permissions between Engineers, this will permit for instance, a colleague to take a day off and all the issues belong to him/her can still be tracked closely by his/her colleagues without switching the ownership.

ITS

Customer Interface

Technical Manager

Monitor engineers' all tickets

ITS

MitraStar Interface

Engineer can view and reply tickets to backup each other

Engineer

Below is a sample about Engineer's View permission

Imagine that we have three engineers in our Company (Albert, John and Edwards)

	Albert	John	Edwards
Albert	-	Read Only	Full
John	Read Only	-	Full
Edwards	None	None	-

None: There is no access.

Read Only: It only allows an engineer to view other engineer's ticket.

Full: It allows an engineer to view other engineer's ticket and also to reply it.

Following the above Engineers View permission We can say:

- Albert can view John's tickets, but can't reply them.
- Albert can view Edwards's tickets and also do the reply action.
- John can view Albert's tickets, but can't reply them.
- John can view Edwards's tickets and also do the reply action.
- Edwards can neither view Albert's tickets nor John's tickets.

Note: It is not necessary to set the Tech. Manager View Permission, since he/she can view all Engineers tickets.

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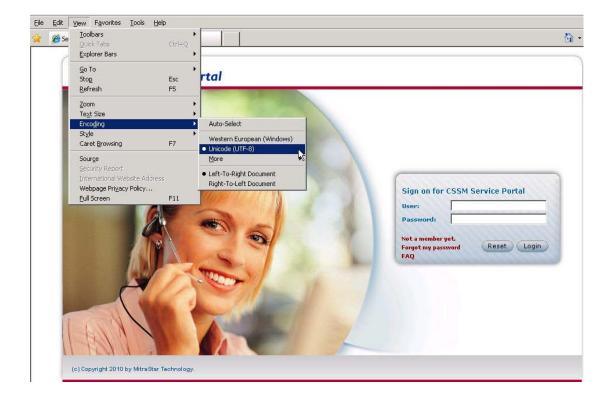
3. Account Application

When you are going to apply an account , please kindly contact your support manager first. Your support manager will contact us to create your account in our customer service portal.

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4. Microsoft IE Encoding Setting

Before log in to MitraStar customer service portal , please make sure the Encoding Setting of your Microsoft IE is set to **Unicode（UFT-8）and DO NOT use "Auto-Select"** as following figure <u>**to avoid the technical issue you report encounter unreadable problem**</u> :

5.   Login

Step1.   Login to Customer Service Portal

http://vip.mitrastar.com/

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Step2.　　Login to Issue Tracking System

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6.   Home

System contact information will be displayed in home page.

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7.　　Open Ticket

Step1.　　Please fill out the form, the * mark means the necessary field.

One ticket could only post one issue.

Step2.   **Click "Send Ticket" button and open ticket successfully.**

The new ticket might need few minutes to show in "Track Tickets."

⬇ **User's Guide**

Main Menu	Confirmation of New Ticket Creation
Home	
Open a Ticket	**IP:** 61.230.
Track Tickets	**Queue:** Wireless
Ticket Report	**From:** steven.su.
	Subject: Test Ticket
	Timestamp: Thu, 14 Jan 2010 21:53:58 +0800
Logged In	
Close	Your new ticket has been sent successfully. Thanks for contacting us!
	Note: This ticket may take a few minutes to show up "Track Open Tickets".

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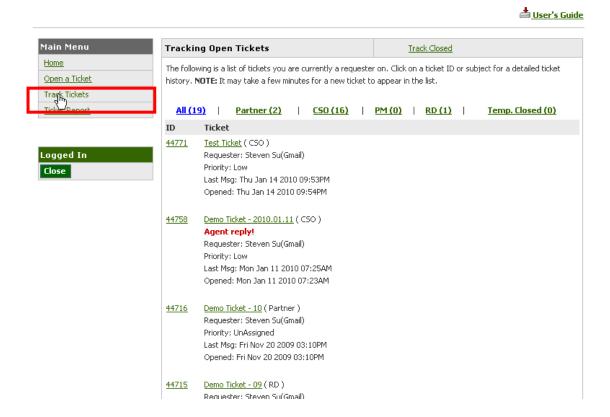
8.   Track Tickets

Step1.   Please click "Track Tickets"

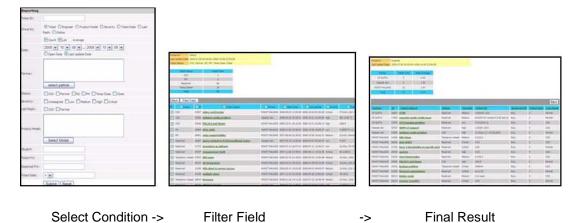System will show all the tickets which are created from you. Also, user can view the ticket list by ticket status: Partner, CSO, PM, RD, Temp.Closed, and Closed. Clicking on either the ID or the Subject can view the detail information of the ticket.

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9.   Ticket Report

Procedure

Select Condition ->   Filter Field   ->   Final Result

Step1.   **Click "Ticket Report"**

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Step2.   **Select condition by your needs**

Reporting

Ticket ID:	
Group by:	⦿ Ticket ◯ Engineer ◯ Product Model ◯ Severity ◯ Ticket Rate ◯ Last Reply ◯ Status
	☑ Count ☑ List ☐ Average
Date:	2010 ▾ 01 ▾ 14 ▾ ~ 2010 ▾ 01 ▾ 14 ▾ ◯ Open Date ⦿ Last Update Date
Partner:	[select partner]
Status:	☐ CSO ☐ Partner ☐ RD ☐ PM ☐ Temp Close ☐ Close
Severity:	☐ Unassigned ☐ Low ☐ Medium ☐ High ☐ Critical
Last Reply:	☐ CSO ☐ Partner
Product Model:	[Select Model]
Sbuject:	
Ticket FW:	
Resolved FW:	
Ticket Rate:	> ▾
	[Submit] [Reset]

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The Following are the detail explanation of each condition.

1. **Ticket ID:** system will show the ticket's detail information when you type specific ticket id

   If typing the ticket id, other options will be disabled.

2. **Group by:** system will group the searching result by ticket, partner, product model, severity, ticket rate, last reply, and status.

   Count: counting the ticket amount by each group.

   List: showing the result list.

   Average: counting the average rate by each engineer.

3. **Date:** searching ticket by ticket open date or last update date.

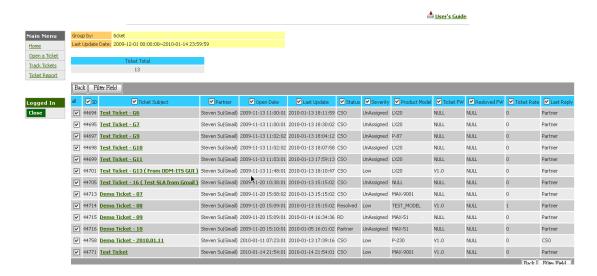   *User must select date, otherwise, system will use default date to searching ticket.*

   Default date is today's date.

4. **Partner:** searching specific engineer's ticket.

   * Users can only search for tickets which they are authorized to access.

   * Technical manager can see all tickets which are opened by his/her company.

5. **Status:** searching specific ticket's status.

6. **Severity:** searching specific ticket's severity.

7. **Last Reply:** searching ticket's last reply.

8. **Product Model:** searching specific ticket's product model.

9. **Subject:** searching specific ticket's subject.

10. **Ticket FW:** searching specific ticket firmware.

11. **Resolved FW:** searching specific ticket resolved firmware.

12. **Ticket Rate:** searching specific ticket rate.

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Step3. Press "Submit," System will Show the Searching Result

Step4. Un-check the Unnecessary Field or Data

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Step5.   Press "Filter Field," System will Display the Final Result

User can sort data by clicking the title. Also , user can click "Back" to previous page.

⬇ **User's Guide**

| Group by: | ticket |
| Last Update Date: | 2009-12-01 00:00:00~2010-01-14 23:59:59 |

Main Menu
Home
Open a Ticket
Track Tickets
Ticket Report

| Ticket Total |
| 13 |

Logged In
Close

Back

ID	Ticket Subject	Partner	Open Date	Last Update	Status	Severity	Product Model
44694	Test Ticket – G6	Steven Su(Gmail)	2009-11-13 11:00:01	2010-01-13 18:11:59	CSO	UnAssigned	LX20
44695	Test Ticket – G7	Steven Su(Gmail)	2009-11-13 11:00:01	2010-01-13 18:30:02	CSO	UnAssigned	LX20
44697	Test Ticket – G9	Steven Su(Gmail)	2009-11-13 11:02:02	2010-01-13 18:04:12	CSO	UnAssigned	P-87
44713	Demo Ticket – 07	Steven Su(Gmail)	2009-11-20 15:08:02	2010-01-13 15:15:02	CSO	UnAssigned	MAX-900
44714	Demo Ticket – 08	Steven Su(Gmail)	2009-11-20 15:09:01	2010-01-13 15:15:02	Resolved	Low	TEST_MODEL
44715	Demo Ticket – 09	Steven Su(Gmail)	2009-11-20 15:09:01	2010-01-14 16:34:36	RD	UnAssigned	MAX-51
44716	Demo Ticket – 10	Steven Su(Gmail)	2009-11-20 15:10:01	2010-01-05 16:01:02	Partner	UnAssigned	MAX-51
44758	Demo Ticket – 2010.01.11	Steven Su(Gmail)	2010-01-11 07:23:01	2010-01-13 17:39:16	CSO	Low	P-230
44771	Test Ticket	Steven Su(Gmail)	2010-01-14 21:54:01	2010-01-14 21:54:01	CSO	Low	MAX-9001

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